

# Vision Meets Reality


## The Leeward Community College Learning Commons Three Years On

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- What is a Learning Commons?
  - The History of the Leeward CC Learning Commons
  - Vision Realized--The Student Experience
  - Successes, Challenges, and the Future of our Learning Commons
  - Discussion



## -What is a Learning Commons?

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# What is a Learning Commons?

A place where technology and other resources are situated to optimize knowledge creation and self-directed learning.

“maintains the traditional reference and research elements of the classic library”

“implements and supports new technologies and services in a larger, seamlessly integrated environment”

Heitsch & Holley, 65



# Beagle's Commons Model

Physical  
Commons

Hardware, furniture, spaces,  
and traditional collections

Virtual  
Commons

Digital library collections, online  
learning tools, website, etc.

Cultural  
Commons

Workshops, library instruction,  
tutoring, events, etc.

# Seamless Integration of Resources and Services



- ✓ Technology
- ✓ Physical and digital collections
- ✓ Spaces designed for different user needs
- ✓ Academic services



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# The Leeward CC Learning Commons

## History

### The Original Vision

- ✓ Pre-2008: Original plan was to include a coffee shop in the Library
- ✓ Driven by the Head Librarian until 2006
- ✓ 2008: Led by Academic Services
- ✓ Incorporate the Learning Resource Center





# The Leeward CC Learning Commons

## History

### The Guiding Principles

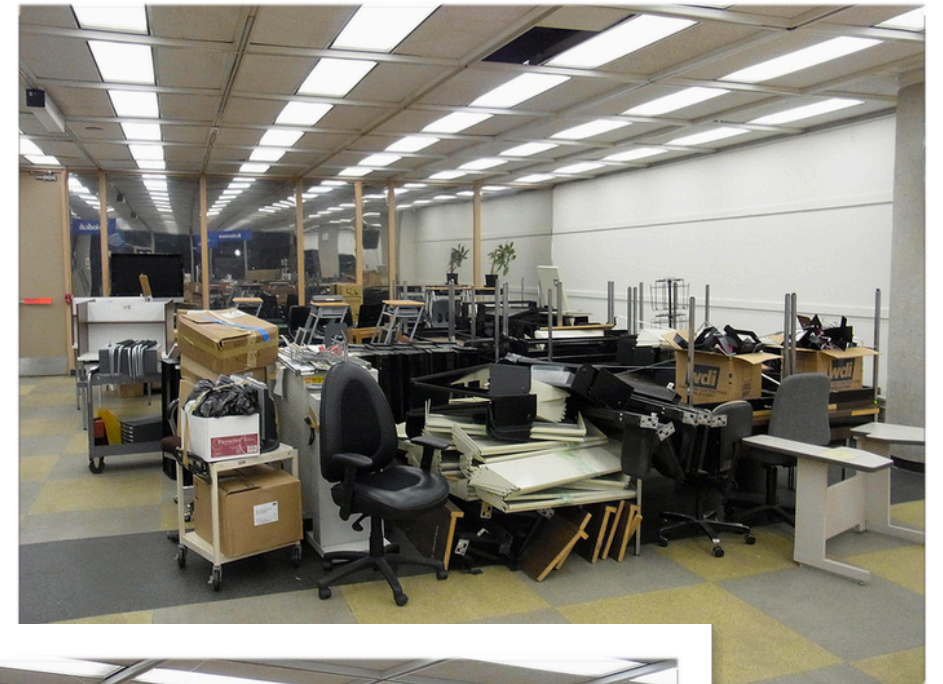
- ✓ Learning Commons, not a student lounge
- ✓ One-stop shop for academic services
  - ✓ Library
  - ✓ LRC - includes the Writing Center and KI Office (Disabilities)
  - ✓ Help Desk
- ✓ Technology resources
  - ✓ Computers, printers, laptops, wifi, group study rooms with projector/TV
- ✓ Open, flexible spaces with comfortable seating





# The Leeward CC Learning Commons

## The Construction

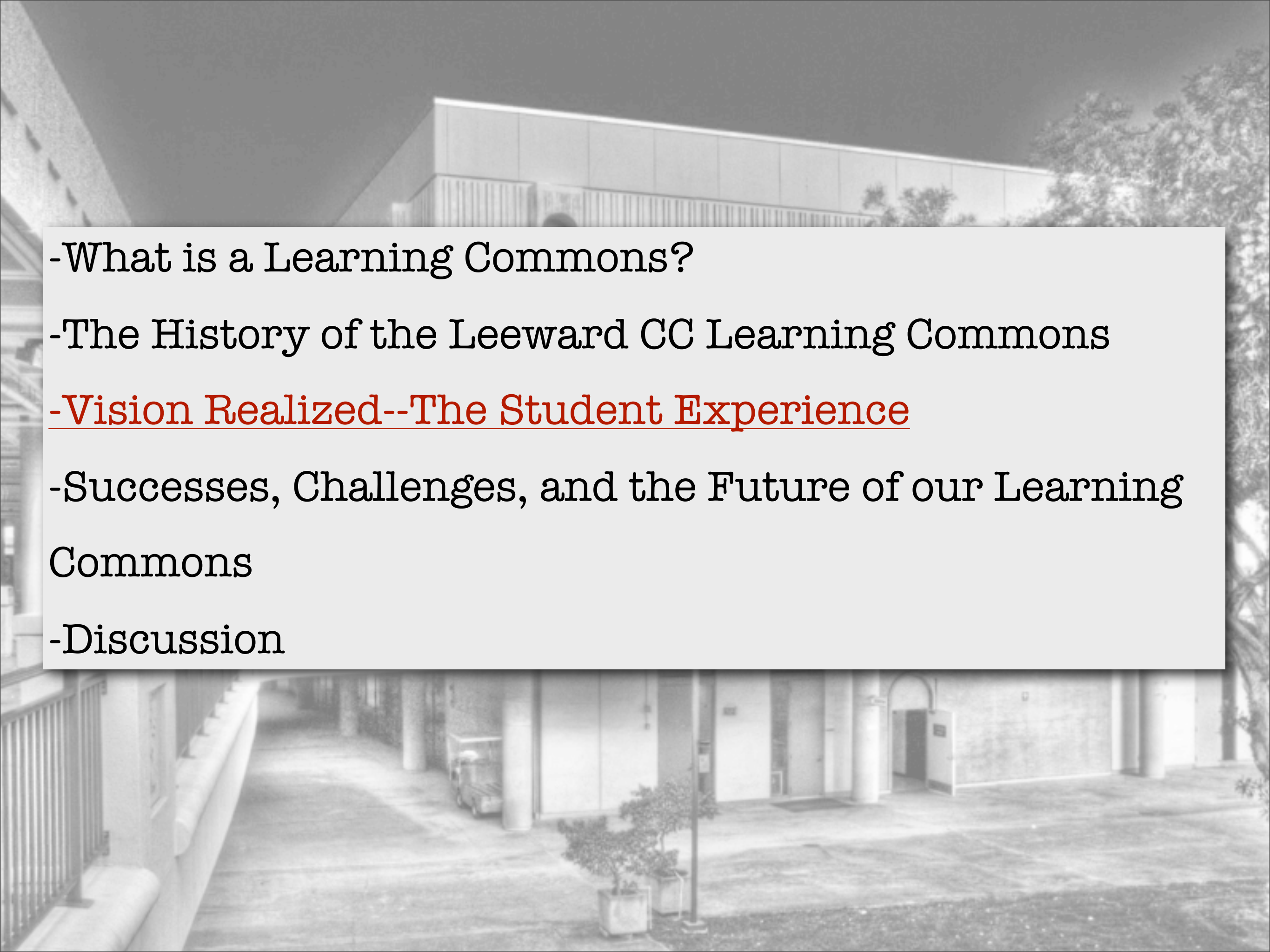




# The Leeward CC Learning Commons Opening in Fall 2012





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# The Leeward CC Learning Commons

## Vision Realized

- ✓ Library once occupied 2 floors
  - ✓ The entire 3rd floor is Library space
  - ✓ Shared partners on the second floor: Writing Center & Learning Resource Center
    - ✓ KiMOBEAN, an independent vendor, has space inside near the 2nd floor entrance
- ✓ 2nd floor space: the Library manages the “computer lab”, two group study rooms, and a large room





# The Leeward CC Learning Commons

## Student Experience



- ✓ Atmosphere
- ✓ Collaborative Learning (Modular Furniture)
- ✓ Social
  - ✓ Groups talking
  - ✓ Music and noise from KiMOBEAN



# The Leeward CC Learning Commons

## The Evolving Room

✓ 2012-2013: Circulation Office

### ✓ Pros

✓ Major presence on the 2nd floor

✓ Easily address any problems

### ✓ Cons

✓ Students would accidentally walk in, not realizing that it served as an office

✓ The space was incredibly large for 3 bodies



# The Leeward CC Learning Commons

## The Evolving Room

- ✓ Fall 2013: Reference, Research, and Reading Room (RRR)
- ✓ Pros
  - ✓ A room dedicated to reference services
  - ✓ A multi-use room that could be used for events, classes, programming
  - ✓ BOOKS on the 2nd (renovated) floor!
- ✓ Cons
  - ✓ Far from the bulk of the Library's collection
  - ✓ Bouncing students between floors
  - ✓ Decreased interaction with students





# Kapunawai: The Hawai'i-Pacific Resource Room



## Statement of Purpose

In recognition of the unique contribution of Hawai'i's peoples and cultures to the Leeward Community College community, the Hawai'i-Pacific Resource Room will support student success by facilitating access to prominent Hawai'i-Pacific resources, both print and digital, within a multi-functional space that promotes Hawaiian perspectives in all areas of study.

# Kapunawai: Objectives

## 1. House part of the Hawai'i Pacific Collection

- Entirety of the HP Reference collection (473 titles)
- 10% of the HP circulation collection (776 titles)

## 3. Facilitate activities & events

- Not limited to HP-related groups or topics

## 2. Provide reference and instruction

- Materials that are highly relevant to assignments are immediately available for use by students

- Loina (guiding principles) and 'ōlelo no'eau
- Showcase of student and professional HP-related work

## 4. Create a Hawaiian place of learning within the Library

# Kapunawai: The Hawai'i-Pacific Resource Room



YIKES!


An unexpected  
proposal from  
Leeward CC  
administration.



Do It!

Let's bring our vision to life  
to show the campus exactly  
how meaningful this space  
can be! We'll deal with  
changes if and when they  
come.



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# Successes

## Partnerships & Programming

### Kapunawai: Central Hub for Activities

> Workshops, presentations, meetings. User groups include:

- > Hawaiian Studies Dept.
- > Center of Disability Studies
- > STEM Club
- > Sustainability Committee
- > Writer's Guild
- > Mental Health Hawai'i

> Held two instruction classes for PACS 108



Review session during "Finals Countdown"



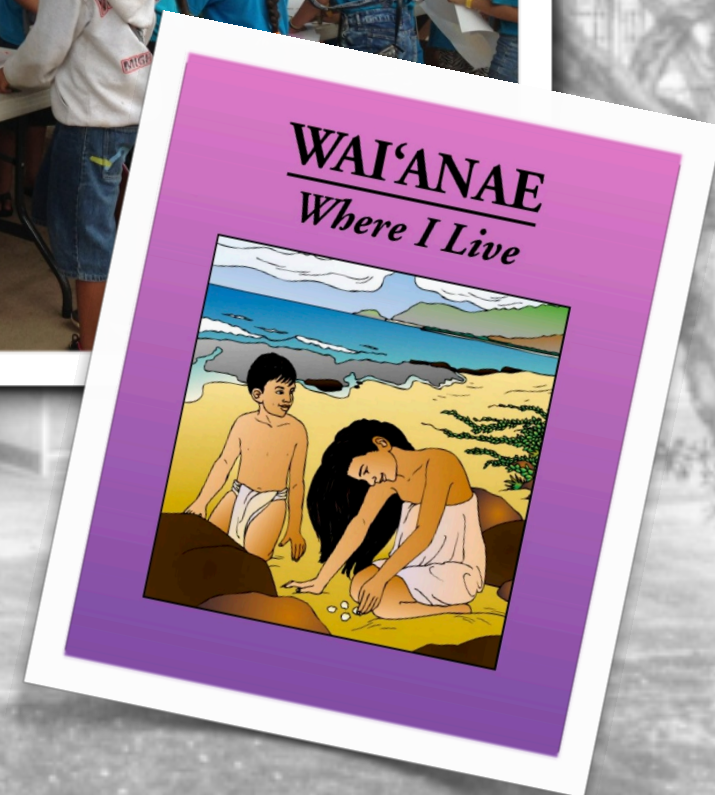
# Successes

## Partnerships & Programming

### Nā Keiki Puni Mo'olelo

#### > Partners

- > AAT Program
- > Theatre
- > Halau & Hawn. Studies
- > Community--Wai'anae El. & Kamaile Acad.
- > Promote libraries, reading, art, and college!
- > Invite different schools each year





# Successes

## Partnerships & Programming

### Finals Countdown

- > Partners
  - > Learning Resource Center
  - > Writing Center
- > Participants
  - > Mental Health America
  - > Financial Aid Dept.
  - > Faculty across the campus!!
  - > Students
- > Provide extra support to students to prepare for Finals Week





# Successes

## Partnerships & Programming

### Ka 'Ohana O Kalaupapa

#### > Partners

- > Administration

- > Halau

- > Exhibit remained up over the summer and speeches were planned to complement it

- > Speakers--Kap.CC History Professor, Manoa Department of Native Health

- > Community impact!



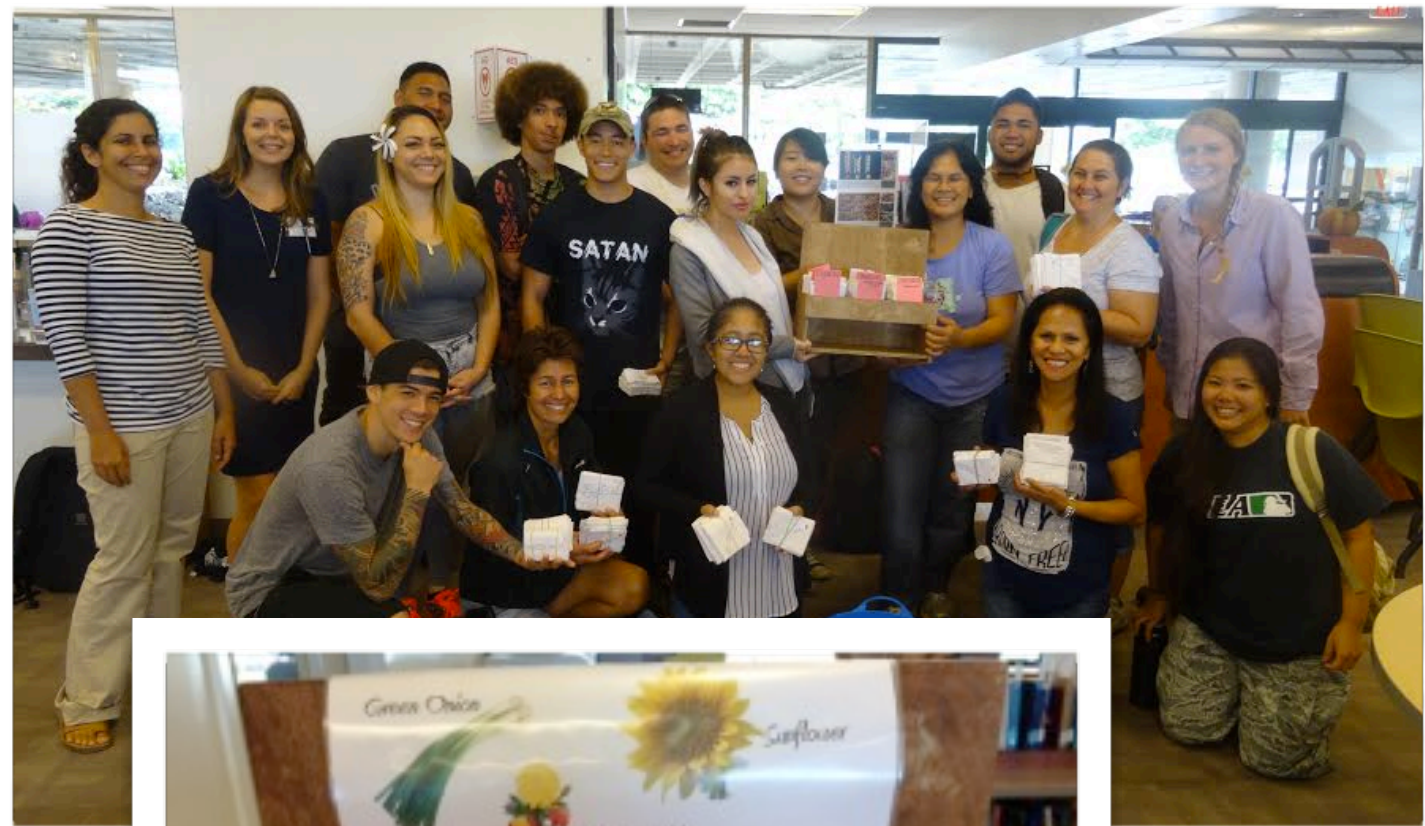


# Successes

## Partnerships & Programming

### SEED LIBRARY

- > Partners
  - > Leeward CC Living Lab
  - > Hawai'i Horticulture & Nutrition Class
  - > Sustainability Committee
- > Maintain the SEED Library w/regular Seed Parties
- > Take, Grow, Share!

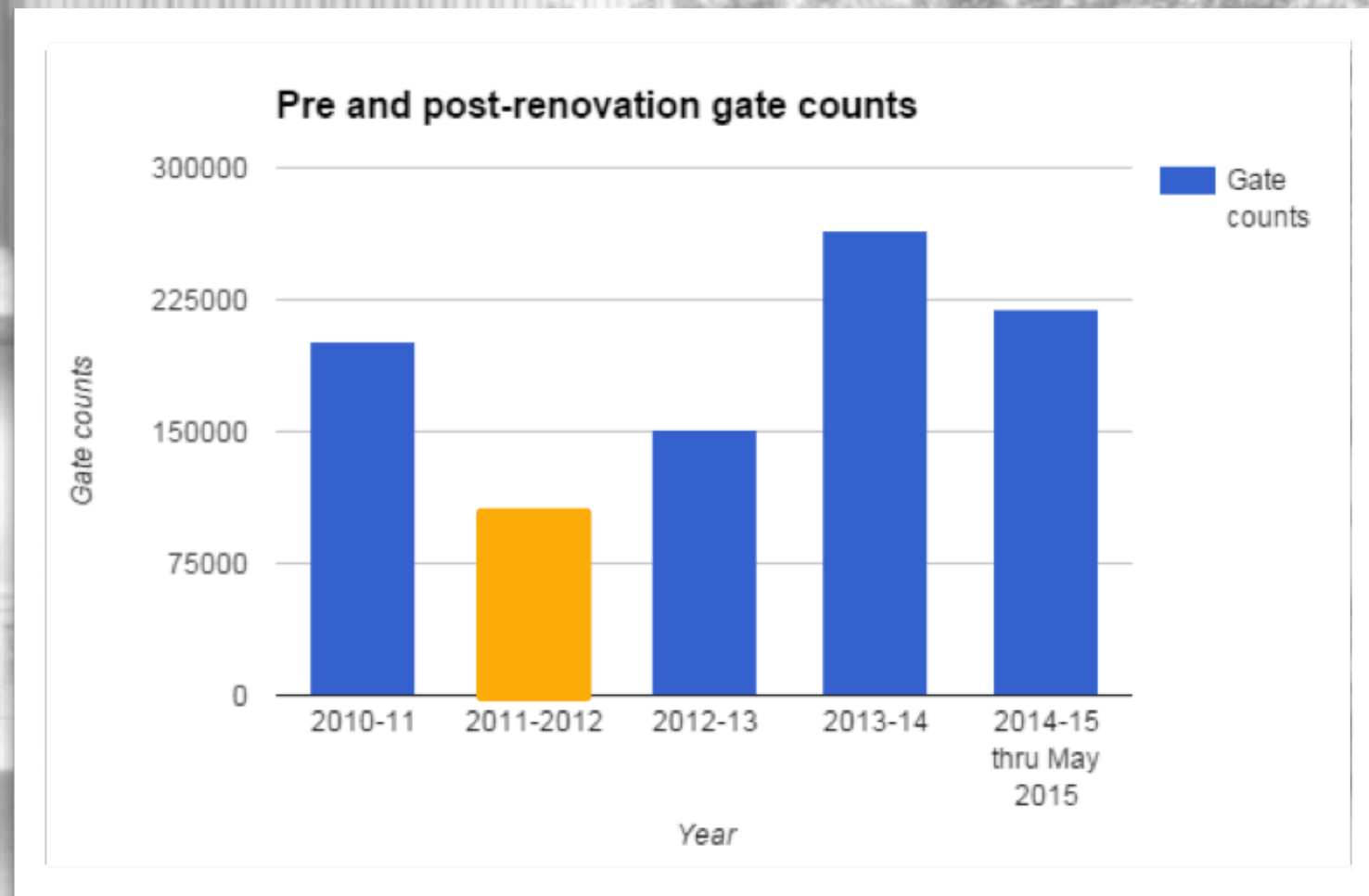




# Successes

## Visits and Circulation Increase

- ✓ Traffic up by 31%
- ✓ Circulation increases by 25%
- ✓ Overall student FTE declined by 2%



# Successes

## High User Satisfaction

Annual User Survey	2012-13	2013-14	2014-15
12-1). I usually find enough books to meet my course needs	69.0%	96.9%	97.0%
12-2). I get enough articles from the library databases to meet my class needs	73.0%	90.3%	89.1%
12-3). The library staff guide me to resources I can use	71.0%	99.2%	100.0%
12-4). The library's instruction sessions have increased my ability to do research and use library resources	95.0%	97.6%	100.0%
12-5). The library website is useful	88.0%	96.0%	97.8%
12-6). I feel comfortable being in the library	95.0%	97.3%	94.7%
12-7). The computer resources in the library contribute to my success at the College	69.0%	N/A	98.9%

✓ Satisfaction with the Library is high

“The staff are helpful, the technology is relatively current, and I have the option to purchase food without having to leave the building.”



# Spring 2015 Library User Survey

I like knowing that there are so many tools that you can utilize such as the LRC, Writing Center, etc.

Accessible, lots of sitting areas to study, lots of computers to use

I love studying and using the computers to do my assignments and researching. I also like to visit the Kimobean to buy some refreshing coffee, blueberry muffins, and have breakfast there. I love reading the magazines and books there.

I love the fact that leeward cc library gives me the choice to eat and study at the same time.

Study areas. But 2nd floors study areas is usually not quiet.

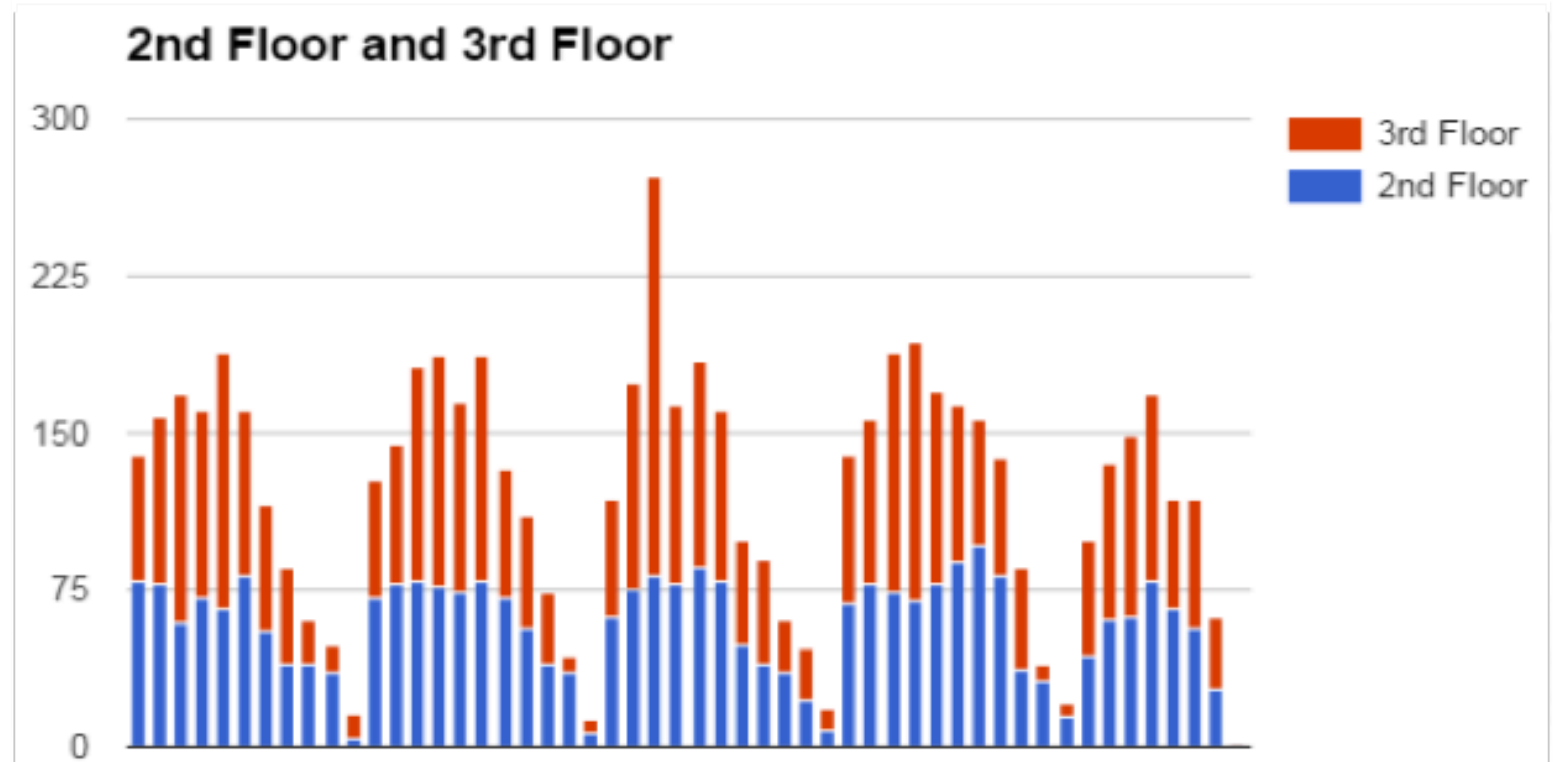
Perfectly  
IMPERFECT



# Challenges

## Overcrowding

Week	Time	2nd Floor	3rd Floor	Total	% Capacity
9/21/2015	8:30	79	60	139	56.02%
	9:30	77	81	158	63.71%
	10:30	59	110	169	68.18%
	11:30	71	89	160	64.52%
	12:30	60	122	182	72.81%
	1:30	60	79	139	56.02%
	2:30	55	61	116	46.77%
	3:30	40	46	86	34.68%
	4:30	40	21	61	24.60%
	5:30	30	13	43	17.30%
	6:30	4	12	16	6.40%
	8:30	71	57	128	51.61%
9/22/2015	9:30	79	67	146	58.47%
	10:30	79	102	181	72.28%
	11:30	79	111	190	75.40%
	12:30	74	91	165	65.52%
	1:30	79	109	188	74.40%
	2:30	71	62	133	53.03%
	3:30	57	54	111	44.70%
	4:30	39	35	74	29.84%
	5:30	30	9	39	15.74%
	6:30	6	7	13	5.24%
	8:30	60	57	117	47.08%
	9:30	79	99	178	70.18%
9/23/2015	10:30	80	190	270	106.52%
	11:30	79	95	174	69.12%
	12:30	80	99	179	70.18%
	1:30	79	60	139	56.02%
	2:30	49	50	99	39.92%
	3:30	40	49	89	35.80%
	4:30	30	20	50	20.10%
	5:30	20	20	40	16.35%
	6:30	8	11	19	7.68%
	8:30	60	71	131	52.44%
	9:30	77	79	156	62.50%
	10:30	74	114	188	74.51%
9/24/2015	11:30	70	124	194	76.59%
	12:30	77	93	170	67.68%
	1:30	69	75	144	57.73%
	2:30	90	60	150	59.50%
	3:30	61	57	118	47.08%
	4:30	37	49	86	34.27%
	5:30	31	9	40	16.13%
	6:30	15	9	24	9.47%
	8:30	49	59	108	42.90%
	9:30	61	75	136	54.04%
	10:30	62	87	149	59.08%
	11:30	79	89	168	67.74%
9/25/2015	12:30	60	50	110	43.98%
	1:30	57	60	117	47.08%



- ✓ Total seating both floors = 248; 2nd floor = 77 seats
- ✓ >75% capacity, or 180+ users during peak hours
- ✓ Typically 70-80 (highest 114) on 2nd floor = 100% capacity

# Challenges

## Serious Incidents on the Rise

	Pre-Renovation		Post-Renovation		Change	
	Incidents	Percent of Total	Incidents	Percent of Total	Incidents	Percentage Change
Total # of Official Incidents	9		17		8	88.9%
* Incident Classification:						
SCF or ICF	5	55.6%	6	35.3%	1	20.0%
Misc. Pub.	2	22.2%	1	5.9%	-1	-50.0%
Against Person(s) or Property	2	22.2%	10	58.8%	8	400.0%

- ✓ Official report of incidents in the LC involving campus security
- ✓ Harassment, sexual harassment, stalking, and assaults have increased significantly since 2014



# Challenges

## The New Student Lounge?

- ✓ The LC as a social space
- ✓ Disruptive behaviors are increasing
- ✓ Seeking advice and support from the campus
- ✓ An issue with the design, overcrowding, or students?

“If the rules for the library could be provided, then that could be more helpful to understand the “do’s” and the “don’t’s” because it doesn’t seem to be posted anywhere inside.”

### **RULES** of this space

Please behave in ways that are respectful of fellow students and staff.

- Comply with staffs' instructions and requests
- Musical instruments must be played outside
- Use headphones when watching videos or listening to music
- Boisterous behavior and loud talking belong outside
- Covered drinks and dry snacks only
- Clean up after yourself and dispose of trash properly
- Keep your feet off the furniture
- Keep entrances, exits, and pathways clear at all times
- Students must comply with the campus' Student Conduct Code

Patrons who violate these rules will be warned once and then asked to leave.

Mahalo for your cooperation as we make this shared space an enjoyable resource for ALL.

LEEWARD COMMUNITY COLLEGE  
Learning Commons

# Challenges

## Serious Incidents & Disruptive Behavior

Meeting with VC, Dean, and heads of Campus Security, Facilities, and IT resulted in a six-point action plan

## Action Plan

- 1 Install user authentication on public access computers
- 2 Improved directional, functional, and behavioral signage
- 3 Safety awareness briefings for Library Staff
- 4 Campus security foot patrols for the 2nd and 3rd floors
- 5 Safety and health-related equipment e.g. security cameras and panic alarms
- 6 Noise mitigation in cafe operated by outside vendor



# Spring 2015 Library User Survey

There are inadequate study areas during peak times.

The study areas are kinda crowded right now. I use the KI offices to find a quiet place to study. I am fortunate enough to have that option, but I think that a lot of students end up elsewhere.

People need to be educated about keeping their noise to a minimum when using the computers downstairs. On several occasions, there were students blasting music on their headphones. It was hard to concentrate.

Remind students to NOT be so loud and horseplay in the library

# Challenges

## Integration of Services

Writing  
Center

Learning  
Resource  
Center

Library

IT

KI-  
Disability  
Services

✓ A hallmark of the LC concept model is seamless integration of services and technology from multiple academic units



# Challenges

## Who's in Charge?

- ✓ Original vision called for shared governance with a new LC coordinator
- ✓ End results:
  - ✓ Library staff continue to manage the operations in the “shared space”
  - ✓ Partners are empowered to have a say in the running of the space without any of the actual responsibilities of ownership
- ✓ Recently, the Dean of Academic Services was given the title, “Director of Learning Commons”

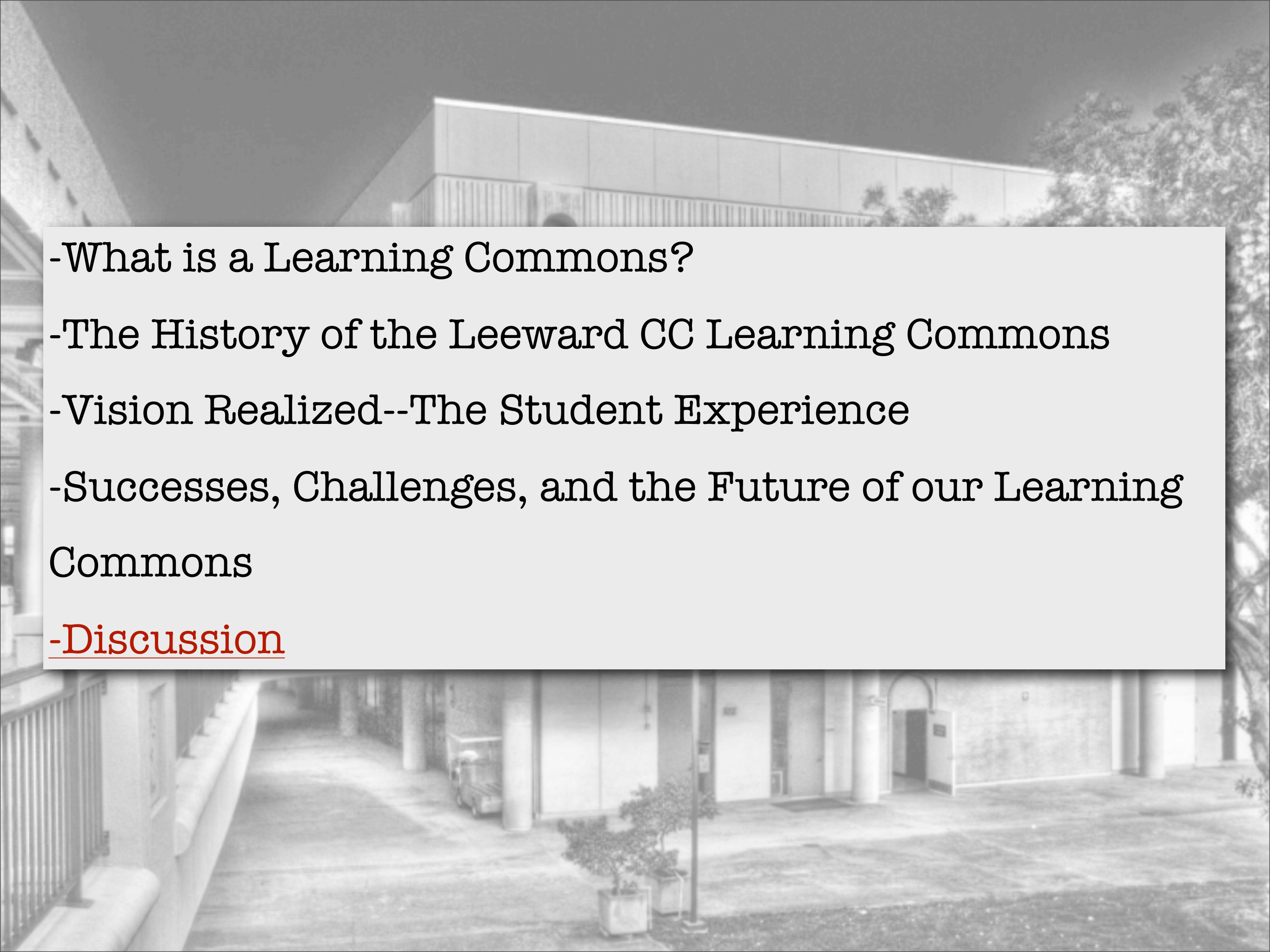
# ...to the future...

-We will continue to develop the roles we play on-campus, both with our space and through partnerships/programming.

-Though we actually LOST space, we are no longer limited to our physical location as we are actively moving beyond and making connections outside of our assigned space.

Our reach is greater than it has ever been.



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# Discussion

- Are you thinking of converting into a Learning Commons?
- If you are part of a Learning Commons, what are some challenges and/or successes that you've experienced?
- If you are part of a Learning Commons, what is your relationship with your LC partners?

Questions?!